

Congress of the United States

Washington, DC 20515

December 14, 2023

Dr. Shereef Elnahal
Under Secretary of Health
U.S. Department of Veterans Affairs
810 Vermont Avenue, NW
Washington, DC 20420

Dear Under Secretary Elnahal,

I appreciate your proactive outreach regarding the current state of Rocky Mountain Regional VA (RMVA) and our continued discussions about the concerns both VA has flagged for me and those relayed by staff and local veterans. I appreciate your commitment to an open dialogue and your willingness to ensure a transparent accounting of all issues uncovered during these reviews/investigations.

As you know, RMVA resides in my district. I remain committed to ensuring not only the veterans in our community, but those who travel to this facility, receive the care they deserve. There is a sacred promise in America that if you step up to serve, the nation will be there for you when you take off the uniform.

It is my understanding there are a number of ongoing reviews/investigations as a result of troubling information that has come to light regarding staffing shortages, staff morale, and the RMVA prosthetics department. As these reviews/investigations progress and conclude, we expect a transparent account of the current state of RMVA, and any remedial action taken in response. I appreciate the steps taken so far, and the changes made, to hold parties responsible.

Based on the conversations we have had thus far, below are inquiries I have of you:

1. Please outline all ongoing reviews/investigations and reviews related to RMVA, as well as who is conducting these reviews/investigations, the timeline for completion, and what remedial action is being taken based on the findings.
2. When do you anticipate making permanent leadership changes at RMVA?
3. What additional staffing changes do you anticipate making?
4. What resources, if any, do you anticipate sending to RMVA?
5. During these reviews/investigations, have you identified and addressed instances where veterans had their cases closed and orders deleted when seeking the care they needed through the prosthetics department?
 - a. How many orders were deleted?
 - b. How long has this been going on within the prosthetics department at RMVA?
6. What is being done to ensure the veterans with improperly closed cases or deleted orders receive the care they need?

Thank you for your communication with us and commitment to ensuring our veterans get the care they deserve. I expect VA to swiftly address any issues uncovered throughout these reviews/investigations. If there is any information you are unable to provide at this time, please follow up as soon as that information is made available. I look forward to your timely response.

Sincerely,

A handwritten signature in blue ink, appearing to read 'Jason', is positioned above a horizontal line.

Jason Crow
Member of Congress